



# City of Kingman, Arizona

**Classification:** Code Enforcement Officer  
**Department:** Police  
**Accountable To:** Sergeant or other higher level of authority  
**Created/Revised Date:** November 2015  
**FLSA Status:** Non-Exempt **Salary Grade:** 209 **Band:** B **EEO4:** 5

## GENERAL DESCRIPTION OF POSITION

Performs field and technical work in the enforcement of the codes and ordinances adopted by the City Council, including the restraint, capture and incarceration of stray, diseased, dangerous and vicious domestic animals, and also includes the investigation of other City code violations related to junk and litter, public nuisances, land use, zoning, building permits requirements, and animal cruelty, as well as, other violations effecting the health, safety, welfare and quality of life of the public. Employees in this classification work independently in the field and are responsible for decision-making requiring discretion, judgment and familiarity with laws, codes, ordinances, regulations and standards. This position is subject to call in/call back to support the operational needs of the department.

## SUPERVISION RECEIVED

Direction, work assignments and instructions are received in general terms from a Sergeant or higher level of authority, or in the form of complaints from the general public.

Code Enforcement Officers are required to perform without direct supervision and to exercise independent judgment in meeting both routine and complex situations. Work is reviewed through observation, discussions, reports, results obtained and customer feedback.

## SUPERVISION EXERCISED

None

**ESSENTIAL DUTIES & RESPONSIBILITIES** Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

- Enforces laws and issues written warnings and instructions and civil citations.
- Observes and identifies city code and ordinance violations and takes appropriate corrective action.
- Assists other department bureaus as necessary.
- Communicates verbally in person and by radio.
- Conducts interviews.
- Takes photographs and/or writes detailed reports of code violations observed.
- Maintains proficiency in operating a variety of investigative and reporting tools, including vehicles, recorders, cameras and computers.
- Testifies as a witness in court proceedings.
- Assumes responsibility for assigned areas of the city and meets with beat officers and attends beat meetings. Works with beat officers in resolving quality of life issues.
- Maintains records and prepares activity reports.
- Conducts code compliance follow-up to ensure corrective action has been taken.
- Assists citizens and other agency personnel with code interpretations and information;
- Prepares evidence in support of legal actions taken by the City, including history, facts, photos, and other related information; appears in court as necessary; testifies at hearings and in court proceedings as required.

- Maintains inspection files, and writes reports, chronologies, citation explanations and statistical reports.
- Completes all required records and reports in an accurate and timely manner.
- Works in a safe manner and reports unsafe activity and conditions.
- This position may be subject to overtime and emergency recall during non-working hours in support of staff shortage and/or operational needs throughout the department.
- Maintains professional and effective working relationships by providing exceptional customer service.
- Maintains absolute confidentiality of work-related issues and City information.
- Maintains regular attendance and punctuality.
- Maintains assigned vehicle and equipment according to Department standards.

#### **NEIGHBORHOOD SERVICES:**

- Inspects and investigates potential violations of City codes and ordinances which have been reported, as well as those encountered or witnessed during the course of duties. Patrols and surveys designated locations for possible code and ordinance violations.
- Documents violations; researches responsible party and ownership information, property files, case histories, and assessor's information to verify accumulated information as correct and accurate.
- Contacts complainants and perpetrators regarding complaints to explain code requirements.
- Identifies corrective actions which must be made in order to bring properties into compliance with applicable codes, laws, and ordinances. Recommends corrections for defects and inadequacies that require corrections to comply with applicable codes, laws and ordinances.
- Works resourcefully with citizens and property owners in order to achieve a high level of voluntary compliance.
- Mediates disputes and negotiates solutions to resolve non-compliance problems.
- Coordinates projects with community and/or city services in situations of hardship or other extenuating circumstances to achieve compliance.
- Prepares detailed reports of investigative findings.
- Collects, seizes, processes, and impounds property and evidence.
- Initiates civil complaints through the judicial system.
- Attends community and neighborhood meetings to exchange information regarding code violations and quality of life issues.
- Works with beat officers in resolving quality of life issues.
- Represents department and city as needed at meetings with Clean City Commission, City Abatement Team and City Roving Dumpster Program.
- Coordinates and works with Planning and Zoning, Kingman Fire Department, Building Inspectors, Sanitation, Mohave County Health Department and Arizona Department of Environmental Quality and other departments as necessary.
- Serves as contact or resource person for other agencies or organizations requesting assistance or information.

#### **ANIMAL CONTROL:**

- Inspects and investigates potential violations of City codes and ordinances which have been reported, as well as those encountered or witnessed during the course of duties. Patrols and surveys designated locations for possible violations of animal control codes and ordinances.
- Takes custody of stray and/or ill and injured animals and transports them to county animal shelter.
- Appears in court as witness or complainant as required.
- Finds lost pets and reunites them with their owners.
- Assists owners with animal recovery.
- Euthanize animals that are injured or seriously ill.
- Cooperates with groups in promoting animal welfare.
- Provides staff support to county animal shelter as required.
- Maintains animal control equipment and assigned vehicle
- Provides training and educational presentations regarding animal safety on request from local schools or groups.

#### **PERIPHERAL DUTIES**

- Performs related work as required.

#### **WORK CONTACTS**

- Regular and frequent contact with other agencies, departments, civic leaders, groups, and the general public.
- Contacts often require tact and discretion, requiring the interpretation of laws, ordinances and regulations.
- Negotiates with vendors regarding service contracts for clean-up, removal, and disposal of unwanted trash and vehicles.
- Frequent contact with related City departments on code compliance issues.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Education and experience:**

- High school diploma or equivalent
- College coursework or training in supervisory skills or public relations preferred.
- A minimum of one (1) year experience in municipal code enforcement or inspection work, or
- Equivalent experience with enforcement of policies, procedures, rules, and/or regulations and working with/handling animals is preferred.
- Past law enforcement experience is preferred.
- OR any equivalent combination of education, experience, and training which provides the knowledge, skills and abilities necessary to perform the work.

### **Necessary Knowledge, Skills and Abilities:**

**Knowledge:** Working knowledge of current principles, practices and methods of code enforcement and animal control; Departmental procedures, rules and regulations related to code enforcement, neighborhood services and animal control; Effective methods of conducting investigations; Applicable Federal laws, state laws, city ordinances, in particular city codes, zoning ordinances and regulations pertaining to public nuisances and health and safety issues and animal control codes and ordinances; Care, handling and characteristics of domestic animals for safe capture; Street layout and geography of the City including street names and numbers; Case preparation and reporting procedures pertinent to the judicial process; Computerized data entry and retrieval systems; Mathematical principles required to perform necessary technical calculations; General safety practices, and animal capture and restraint techniques and equipment; and Symptoms of common animal diseases.

**Skills:** Skill in the use of computers, cameras, recorders, and other such regular and special equipment as may be assigned; Interpreting and applying statutes, rules, ordinances, codes and regulations; Reading maps, using computer keyboard, typing and maintaining files and records; Documenting observations, case history, and evidence identification and collection; Obtaining information from people who may be reluctant to cooperate; and Enforcing code compliance.

**Abilities:** Ability to multi-task and manage a multiple caseload; Deal firmly but courteously with the public focusing on education and eliciting cooperation to meet code; Analyze complex situations and problems quickly and objectively and use sound judgment in making decisions in determining the proper course of action; Communicate effectively; Express ideas clearly, both orally and in writing; Maintain required records and to prepare reports; Testify in court; Define problems, collect data, establish facts, and draw valid conclusions; Establish and maintain effective working relationships with department members and those contacted in the course of work assignments; Remain calm in stressful situations; Work with irate or difficult persons and apply appropriate courtesy, tact and persuasion to effect constructive conclusion; Meet such physical requirements as may be established by competent authority; Get along with animals in general, and handle animals that may be dangerous, especially dogs; Maintain regular attendance and recognize attendance as an essential function of this job to ensure continuity; and Willingly work assigned shifts to include supporting operations due to emergencies that include the working of weekends, holidays, overtime and call-back as scheduled and necessary.

## **SPECIAL REQUIREMENTS**

- Possession of a valid Arizona resident driver's license
- Ability to become TOC level C Certified
- May require Animal Control certification
- Ability to pass an extensive law enforcement background investigation.

## **WORK ENVIRONMENT**

The work environment characteristics attached to the job description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. See Physical Demands.

### **Expected Behavior/Quality of Services:**

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

**Commitment** – Dedicate oneself to consistent and excellent public service.

**Innovation** – Implement unique, creative and cost-effective solutions.

**Communication** – Communicate in a positive, honest and productive manner.

**Integrity** – Adherence to high ethical standards.

**Diversity** – Promote inclusiveness and impartiality throughout the organization.

**Personal Responsibility** – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

**Respect** – Demonstrate a high regard for others, support each other.

**Teamwork** – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

**All City employees are expected to conduct themselves consistent and in support with the above values.**

### **SELECTION GUIDELINES**

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

### **DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

### **EMPLOYEE SIGN OFF**

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

**Employee Signature:**\_\_\_\_\_ **Date:**\_\_\_\_\_

**Employee Printed Name:**\_\_\_\_\_